

Privacy Policy

Handling of Personal Information

World Joint Corporation Japan Co., Ltd. (hereinafter referred to as “the Company”) recognizes that protecting the personal information of customers and other individuals related to the Company, which is handled in the course of conducting travel business, is a significant responsibility. Accordingly, the Company has established a Personal Information Protection Policy and will implement and maintain the following measures.

1. Acquisition and Use of Personal Information

When acquiring personal information, we will specify the purpose of use and obtain it by lawful and fair means within the scope of our legitimate business activities. Furthermore, except when prior consent has been obtained from the individual or when permitted by law, we will handle personal information only within the scope necessary to achieve the specified purpose of use.

2. Purpose of Use of Personal Information

① Personal information provided by customers when applying for travel or similar services will be used within the following scope for the travel service applied for:

- To arrange and provide the travel services offered (e.g., transportation, accommodation), and for the customer to receive those services
- To handle procedures related to the travel
- To process payment of the travel costs
- To create our survey materials, etc.
- To gather opinions and feedback regarding products or services

② Purpose of Use for Job Applicants

- To contact applicants and manage our recruitment process
- To conduct recruitment screening

③ Personal Information of Employees and Retirees

- For employment, personnel, and labor management purposes

3. Provision of Personal Information to Third Parties

We will provide your name, gender, age, flight number, address, telephone number, email address, passport number, credit card information, emergency contact information, and other necessary personal information to our contracted transportation and lodging providers, as well as other service providers, by electronic means or other methods. This is done within the scope necessary for arranging the travel services you have applied for and for procedures related to receiving those services. Additionally, for the convenience of customers' shopping and other activities at their travel destination, we may provide your personal data held by us to souvenir shops.

4. Outsourcing of Personal Information Handling

We may outsource the handling of acquired personal information to third parties within the scope necessary to achieve the purposes of use. Outsourced contractors are selected based on specific criteria, and we enter into contracts with them regarding personal information protection, including confidentiality. We also conduct necessary and appropriate supervision of these contractors.

5. Provision of Personal Information to Third Parties Located Overseas

- We may provide personal information to third parties located overseas. In such cases, we will obtain your consent and provide the personal information after informing you of the following:
- Country or Region of the Recipient

We will inform you verbally, through pamphlets, travel conditions documents, itineraries, or via electronic means such as websites or email. Systems for protecting personal information in the relevant country or region

Please refer to “Information Regarding the Protection of Personal Information by Third Parties Located Overseas.”

We may entrust personal information to contractors located overseas.

For systems regarding the protection of personal information in the country or region of the contractor, please refer to “Information Regarding the Protection of Personal Information by Third Parties Located Overseas.”

6. Shared Use of Personal Information

We will jointly use contact information provided by customers, such as name, address, telephone number, and email address, for the purpose of providing business information and campaign notifications from our company and group companies. Personal information subject to joint use will be managed under the responsibility of our company's Personal Information Protection Manager (or their representative).

The scope of joint users can be confirmed on our company website under “Our Group Companies, etc.”

Name of the Person Responsible for Personal Information Management in Joint Use

Biz Feel Kayabacho 4F, 11-4 Nihonbashi Koamicho, Chuo-ku, Tokyo

World Joint Corporation Japan Co., Ltd.

President and Representative Director: Atsushi Narita

7. Security Management of Personal Information

The Company implements necessary and appropriate security management measures for personal data to prevent leakage, loss, or damage, among other risks. The main details are as follows:

- We have established these regulations and other related provisions.
- We have appointed a Personal Information Protection Manager and designated personnel responsible for handling personal information within each department. We have also established a reporting and communication system to the Personal Information Protection Manager in cases where violations of laws, regulations, or rules are identified or suspected.
- We conduct regular self-inspections of personal data handling practices and perform audits by designated audit personnel.
- When outsourcing operations involving personal information handling, we stipulate matters concerning personal information handling in contracts and other agreements.
- We conduct regular training for employees regarding the handling of personal information.
- We include provisions regarding the confidentiality of personal information in our work rules and regulations.
- We manage employee access control and have established and implemented measures for the storage and disposal of documents, electronic media, and other items containing personal information.
- We implement measures to prevent theft or loss of equipment, such as password settings and remote operation controls.
- We implement access controls to limit the scope of databases and other systems that employees can access.

8. Contact for Personal Information Inquiries

Regarding personal information held by our company, we will appropriately address any opinions, inquiries, complaints, or consultations concerning its disclosure, correction, suspension of use (such as product or service notifications), deletion, or other handling matters, in accordance with legal provisions. In the unlikely event of a personal information leak or other issue, we will immediately contact the affected customer, investigate the facts, and implement measures to ensure security. We

will also promptly disclose the facts and circumstances on our website and other channels.

World Joint Corporation Japan Co., Ltd.
Biz Feel Kayabacho 4F
11-4 Nihonbashi Koamicho, Chuo-ku, Tokyo

Contact: Customer Service Department

Email: info@wjt.jp

Hours: 10:00 AM - 5:00 PM

*Requests received on Saturdays, Sundays, holidays, year-end/New Year holidays, and Golden Week will be addressed on the next business day or later.

If you are unable to resolve any issues regarding your personal information with our company directly, you may submit a request for assistance to the following organization:

Japan Association of Travel Agents (JATA) Consumer Consultation Office (Personal Information Protection)

Tel: 03-3592-1266

Zennitsu Kasumigaseki Building, 3-3-3 Kasumigaseki, Chiyoda-ku, Tokyo 100-0013

Hours: Monday to Friday 10:00 AM to 12:00 PM, 1:00 PM to 5:00 PM

(Closed Saturdays, Sundays, holidays, and year-end/New Year holidays)

9. About Cookies

A “cookie” is a feature used by web servers to identify the computer you are using. Information obtained through cookies includes login details and browsing history within the site, but does not include any specific personal information such as your name or email address.

Typically, your browser (web browser software) is set to accept cookies. However, you can disable this feature (opt out) by changing your browser settings.

Please note that disabling cookies may prevent you from using certain website features. Additionally, if you change your browser, you will need to reconfigure the settings to disable cookies again.